



Code: 3521

Family: Health and Human Services

Service: Health and Welfare

Group: Medical and Social Service

Series: Social Service

CLASS TITLE: CRIME VICTIM ADVOCATE

CHARACTERISTICS OF THE CLASS

Under supervision, provides advocacy services to victims of crime to support and protect victims; and performs related duties as required

ESSENTIAL DUTIES

- Reviews referrals for services and contacts victims of crime within 24 hours of incident by calling or visiting
- Travels to meet clients and conducts immediate needs assessments, coordinating the provision of community resources and informing victims of their rights
- Conducts comprehensive assessments to evaluate victim's needs and develops victim-centered service plans based on the nature, extent, and severity of cases
- Coordinates services with and contacts service providers to make initial victim referrals and facilitates a handoff to victim services providers
- Develops case plans for follow-up on 30, 60, and 90 days intervals to determine if the victim is satisfied with the level of services, provide status updates on their case, and to assess the need for further assistance
- Determines eligibility for benefits and assists victims with application and enrollment (e.g., victim compensation applications)
- Acts as a liaison directly to victims and with community-based agencies and service providers during the course of criminal investigations and court proceedings
- Participates in community education and outreach efforts to promote awareness of programs and issues that victims of crime encounter
- Attends mandatory trainings to stay abreast of the most current victim advocacy programs and services
- Maintains client files and records documenting services rendered
- Networks with social service providers and community leaders to maintain current referral resources that provide services to victims of crime
- Prepares various routine and ad hoc reports documenting case load and activity

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Bachelor's degree in Criminal Justice, Sociology, Psychology, and Behavioral Science, or a directly related field plus two (2) years of work experience in counseling; victim advocacy services; crisis intervention; and/or outreach services, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Some knowledge of:

- principles and theories of victimization
- *applicable social service and community programs and resources
- *case management methods and procedures
- *particular needs, issues, and concerns of victims of violence who are emotionally and/or physically traumatized
- crisis intervention methods and techniques
- *trauma-informed advocacy methods and techniques
- victims' rights within the criminal justice system
- *needs and challenges experienced by people from diverse socio-economic and cultural backgrounds
- *applicable computer software packages and applications
- report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *SERVICE ORIENTATION - Actively look for ways to help people
- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do

- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
- CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
January, 2020